(iii) Rehabilitation of the external plant which is the weakest link of the system; by use of jelly filled cables, pressurisation of dry cables, providing ducts, formation of public utility coordination Boards in major cities and towns;

(iv) Increasing the capacities of electronic trunk automatic exchanges and phasing out the Pentaconta cross-bar trunk automatic exchange equipment which is responsible for large scale failure of STD calls;

(v) Increasing the capacities of inter-metre transmission media and provision of adequate channelling equipment.

(vi) Computerisation of some of the important auto-manual services like directory enquiry and trunk booking/enquiry.

(vii) Augmenting and improving the telex network.

Waiting list of telephones in Madras

760. SHRI R. MOHANARANGAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of cases pending for installing new telephone connections in Madras City and the reasons for the delay in providing the fresh telephone connections; and

(b) whether any concrete steps have been taken to see that in all the pending cases new telephones in Madras City are completely installed?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) The number of cases pending for installing new telephone connections in Madras City as on 31-12-1985 is 36,653.

New Telephone connections to clear the waiting list could not be provided as sufficient spare capacity is not available in the telephone exchanges.

(b) Yes, Sir. The existing telephone exchanges are being expanded wherever feasible and new exchanges installed to clear the pending cases progressively, depending on the availability of resources.

Action plan of telecommunications

761. SHRI DHULESHWAR MEENA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Department of Telecommunications have finalised an action plan for each telephone district in the country with clear targets and details of inputs and organisational requirements;

(b) if so, the broad details of the action programme envisaged with particular reference to the telephone districts in Rajasthan; and

(c) the proposed improvements likely to follow as a result of implementation of the action programme?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Action plans are in the process of finalisation with a view to improve customer satisfaction.

(b) and (c) The main areas being covered are:

(i) Improve customer interface, remove irritants and simplify rules.

(ii) Reduce fault incidence and improve call success rates

(iii) Improve access to public utility information and enquiry services.

(iv) Improve accessibility to telephone network by augmenting the number of public telephones.